

Vendor Assessment Questionnaire for Cloud Service Providers

A **vendor assessment questionnaire** for cloud service providers is a crucial tool to evaluate their security, compliance, and performance standards. It helps organizations ensure that the chosen provider meets regulatory requirements and aligns with business needs. This assessment enhances risk management and fosters transparent vendor relationships.

General Information

- Company Name:
- Contact Person:
- Email Address:
- Service(s) Provided:
- Years in Business:
- Business Certifications (e.g., ISO, SOC):

Security

- Describe your data encryption practices (in transit and at rest):
- Outline your incident response process:
- Detail access control and authentication methods:
- Do you conduct regular vulnerability assessments and penetration testing? If so, how often?
- Is there support for customer-managed encryption keys?

Compliance

- Which compliance certifications do you currently hold? (e.g., GDPR, HIPAA, PCI-DSS):
- How do you ensure ongoing compliance with regulatory standards?
- How do you manage data residency and sovereignty requirements?
- Can you provide evidence or audit reports for compliance?

Performance & Reliability

- What are your standard Service Level Agreements (SLAs)?
- Describe your uptime and redundancy measures:
- How do you monitor service performance?
- What is your process for handling outages or service disruptions?

Data Management

- How is customer data stored and segregated?
- What is your data retention and deletion policy?
- How do you support data export for customers?

Support & Communication

- What support channels are available to customers?
- Describe your escalation process for critical incidents:
- How do you communicate planned maintenance or changes to services?

Other Considerations

- Do you subcontract any part of your service? If so, how are these partners vetted?
- What is your roadmap for product or service improvements?
- Please provide references or case studies of similar clients, if available.